

## Terms and Conditions of Membership

Our aim is to ensure that you have a positive and enjoyable experience throughout your time as a member of Callander Enterprise. We also hope you will benefit fully from all available services and opportunities we offer. The following terms and conditions therefore are intended to be as simple as possible.

- Membership is open to companies and other organisations based in the Callander and Trossachs area. Callander Enterprise Membership is open to companies or other organisations and separate business divisions but not to departments within organisations.
- Callander Enterprise Membership is a business entitlement rather than a personal one. All employees of the Member Company are therefore entitled to use of all of the Callander Enterprise benefits and services when working on behalf of their Member employer.
- Membership is valid for 12 months from the 1<sup>st</sup> April each year.
- Membership is for a minimum period of 12 months. Members will automatically be invoiced for the next membership period approximately 6 weeks before the 12-month term expires.
- In the event of non-payment by the 31<sup>st</sup> of April each year, your directory entry will be removed from the InCallander website. Late payment will incur a £20 reactivation fee of your website entry and Google group access.
- From time to time Callander Enterprise Members' details may be made available to third parties as part of a mailing list. You may opt out of this at any time.
- Callander Enterprise regularly communicates with Members by email, post and telephone. We aim to only approach our Members with information which we believe could be of interest to them. This is an integral part of the Membership and by entering into Membership you agree to be contacted by Callander Enterprise. The regular communication can be terminated at the Member's request at any time.
- We consider our Callander Enterprise to be a community, so we work to bring people together to form relationships and encourage trade. Facilitating introductions is at the heart of what we do. For this purpose, we will introduce relevant companies to one another upon request. You may opt out of this at any time.
- We maintain a database of all of our members. Parts of the information provided by you/your business will be published on the InCallander.co.uk website which will also include a hyperlink to your own site and the details of your main contact for Callander Enterprise.
- Members are entitled and encouraged to take advantage of the various opportunities Callander Enterprise offers but there is never any obligation or pressure to use any of the services provided by Callander Enterprise. Callander Enterprise Membership benefits are subject to change without notice and are subject to terms and conditions available from Callander Enterprise.
- Callander Enterprise Membership fee is non-refundable and Membership is non-transferable.
- Full single Membership entitles the Member to one standard page entry in the Members' Directory, located on Callander Enterprise 'InCallander' website, under one company name. Similarly only one company name can be used for any other Callander Enterprise publications.

- The Members Directory features company contact information, including details of the principal contact, held by us. This information must only be used for individual contact with another member to introduce an opportunity or service and the member company would need to opt in to any distribution channels. The information must not be used to compile your own database listing, in breach of GDPR laws.
- Membership fees are based on the membership package option chosen.
- By submitting an application form you are entering into a legal agreement to join Callander Enterprise. You may cancel the agreement by giving Callander Enterprise a written notice within 14 days of the date of the agreement.
- The Membership is subject to Callander Enterprise Board approval and Callander Enterprise reserves a right to refuse Membership without disclosing any reason.
  - Membership is subject to the provisions of the Constitution of Callander Enterprise (available on request) and in the event of a conflict between these terms and conditions and the Constitution, the Constitution shall prevail.
- Callander Enterprise shall have no liability for any losses suffered by a Member as a result of using services offered by a fellow Member. Callander Enterprise shall have no responsibility for advice given or services provided by its third party service providers even though such providers may have been introduced to the Member by Callander Enterprise.
- Callander Enterprise reserves the right to withdraw, resign or cancel a company's membership at any time and for any reason.
- If any Member of Callander Enterprise wishes to opt out of any of the above mentioned communications or membership, they must do this in writing to the e-mail address given below.

### **Complaints and Queries Handling Process**

Should you have a complaint or query about Callander Enterprise please contact us on [secretary@incallander.co.uk](mailto:secretary@incallander.co.uk). Please give as much detail as possible. Upon receipt of your complaint the following procedures will be adhered to:

- Callander Enterprise will ascertain the appropriate person/department to investigate the complaint
- Callander Enterprise will try to acknowledge all complaints within five working days
- Callander Enterprise will investigate the complaint and take the appropriate action required
- If necessary, complaints will be escalated to the office bearers within Callander Enterprise
- Callander Enterprise will endeavour to have completed all investigations within 31 days of receiving the complaint

Following our complaints procedure does not affect your legal rights.